

Your annual report summary

2012

Welcome to a summary of our annual report to tenants and leaseholders.

Performance highlights

- 83% of residents are satisfied overall with the services we provide – a big increase from 72% in 2008.
- We've completed over 41,000 responsive repairs last year – an average of 160 every working day.
- 68 out of 73 people surveyed are satisfied with our ASB service – that's above the national average.
- Improved tenancy services, creating more frontline posts while saving over £150,000 to reinvest in homes – we've also reduced tenancy management costs by an average of over 4.25%.

A glance at what we've done

- Established a new Customer Service Team on 01273 293030 for all tenancy enquiries.
- Supported 65 tenant and resident associations.
- Started building 15 new council homes and fitted solar panels to 30 properties.
- Set up support plans for 97% of our sheltered tenants to aid their well-being.
- Helped 56 people move to a smaller home – freeing up larger homes.

Further information

This is just a flavour of what we've been doing over the last year. The fuller version is available on our website at www.brighton-hove.gov.uk/ctl-annualreport or you can pick up a copy at any housing office.



4 out of 5 tenants

are very or fairly satisfied with our service

On average,
we carried



out 113 repairs each day

A glance at what we're doing

- Establishing a Tenant Scrutiny Panel to improve our accountability.
- Setting up training to help with reading, writing, maths and computer skills. We've also employed specialist staff to help with your budgeting and financial concerns.
- Continuing work to make homes more energy efficient, tackle damp and condensation, and review the Brighton & Hove Standard to make sure we meet tenants' ongoing needs.
- Looking at how we can better meet the needs of our transgender, Black and Minority Ethnic, and younger tenant communities.



Brighton & Hove
City Council

